



April 16, 2012

Jocelyn G. Boyd, Esquire
Chief Clerk/Administrator
The Public Service Commission of South Carolina
P. O. Drawer 11649
Columbia, South Carolina 29211

RE: Public Service Commission of South Carolina
Report: Terminations of Electric Service (1st Quarter 2012)
Docket No. 2006-193-EG

Dear Mrs. Boyd:

In accordance with David Butler's January 13, 2005 letter, attached for filing please find Progress Energy Carolinas, Inc.'s (PEC) first quarter 2012 report on Terminations of Electric Service in South Carolina.

Sincerely,

A handwritten signature in black ink, appearing to read 'Len S. Anthony', with a large, stylized flourish at the end.

Len S. Anthony
General Counsel
Progress Energy Carolinas, Inc.

Attachment

cc: John Flitter (5)

Progress Energy Carolinas, Inc.
Quarterly Report on South Carolina Involuntary Disconnects
(First Quarter 2012)

- 1) Total number of South Carolina customers whose services have been terminated involuntarily:

| Month | Number of customers |
|---------------|---------------------|
| January 2012 | 1991 |
| February 2012 | 1665 |
| March 2012 | 1808 |

- 2) Daily number of South Carolina customers whose services have been terminated involuntarily, and reason for termination:

| January 2012 | | | February 2012 | | | March 2012 | | |
|--------------|--------|--------|---------------|--------|--------|------------|--------|--------|
| Day | NonPay | Hazard | Day | NonPay | Hazard | Day | NonPay | Hazard |
| 1 | | | 1 | 112 | 1 | 1 | 63 | |
| 2 | | | 2 | 92 | 2 | 2 | 54 | |
| 3 | 45 | 2 | 3 | 35 | 1 | 3 | | |
| 4 | 132 | 2 | 4 | | | 4 | | |
| 5 | 109 | 1 | 5 | | | 5 | 58 | 4 |
| 6 | 99 | 2 | 6 | 81 | 1 | 6 | 127 | |
| 7 | | 1 | 7 | 109 | 4 | 7 | 68 | 2 |
| 8 | | | 8 | 103 | | 8 | 104 | |
| 9 | 55 | 3 | 9 | 80 | | 9 | 52 | 1 |
| 10 | 67 | 2 | 10 | 66 | | 10 | | |
| 11 | 91 | 2 | 11 | | | 11 | | |
| 12 | 99 | 2 | 12 | | | 12 | 84 | |
| 13 | 76 | | 13 | 72 | 2 | 13 | 91 | 1 |
| 14 | | | 14 | 84 | 2 | 14 | 106 | 1 |
| 15 | | | 15 | 118 | 1 | 15 | 104 | 1 |
| 16 | 2 | 1 | 16 | 82 | | 16 | 73 | |
| 17 | 161 | | 17 | | | 17 | | 2 |
| 18 | 89 | 2 | 18 | | 1 | 18 | | |
| 19 | 97 | 4 | 19 | | 1 | 19 | 90 | |
| 20 | 71 | | 20 | | 2 | 20 | 132 | 1 |
| 21 | | | 21 | 133 | | 21 | 93 | |
| 22 | | | 22 | 153 | 1 | 22 | 85 | 2 |
| 23 | 79 | | 23 | 97 | | 23 | 82 | |
| 24 | 155 | 1 | 24 | 69 | | 24 | | |
| 25 | 124 | 1 | 25 | | | 25 | | |
| 26 | 148 | 1 | 26 | | | 26 | 89 | 1 |
| 27 | 90 | 3 | 27 | • • | | 27 | 131 | |
| 28 | | | 28 | 60 | | 28 | 26 | 4 |
| 29 | | | 29 | | | 29 | 21 | 1 |
| 30 | 21 | | 30 | | | 30 | 54 | |
| 31 | 151 | | 31 | | | 31 | | |

- 3) Reasons for involuntary terminations: customers were disconnected either for non-payment of electric bills, or for conditions on the customer's side of the point of delivery deemed by PEC to be dangerous to life or property. Totals were as follows:

| Reason | January | February | March |
|-------------|---------|----------|-------|
| Non payment | 1961 | 1646 | 1787 |
| Hazard | 30 | 19 | 21 |

- 4) Average duration of involuntary terminations:

0.67 days (based on instances in which PEC can confirm that the reconnect is in the same name and same premise as the disconnect)

- 5) Company procedures in effect governing involuntary terminations, including any procedures followed by the utilities to inform customers who faced termination of those regulations and programs which may offer those customers assistance in maintaining their service:

"PEC Residential Delinquent Account Disconnection Procedures – South Carolina" and samples of PEC's Final Notice and Notice of Proposed Termination were filed with PEC's Fourth Quarter 2004 report. No changes in these procedures have occurred since then."